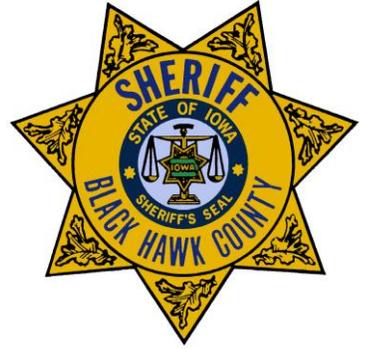


Black Hawk County Sheriff's Office

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For Immediate Release

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1/19/21

Change in Jail Visitation Procedures

In November of 2020, the Black Hawk County Jail added a video visitation system that supplements the inmate telephone system. The video visitation system was installed and is maintained by a company called CIDnet. The video visits allow the inmates and their contacts to see each other using technology similar to "Zoom" or "Facetime." Currently the system is only in place for those visiting remotely from their cell phone or computer, however this system will soon be in use at the jail as well.

Effective Wednesday 1/27/21, the current practice of sending visitors to the third floor to visit inmates will end. The visitors will remain in the lobby where they will conduct their visit by video on one of the CIDnet devices installed there. Local visitation days and hours will remain the same as will the current dress code. There is no cost to either party for a local visit, whereas those using the system remotely will be charged based on their data usage.

In order to use the system, visitors will need to establish an account at the CIDnet Friends and Family Portal at <https://cidnet.net/friends-and-family-portal/>. This link can also be found on the Black Hawk County Sheriff's Office website by clicking on the CIDnet logo on the right side of the screen. All visitors have to be approved by staff, and all local visits must be scheduled 24 hours in advance. Staff will be on hand to assist those without access to the internet or who may have trouble navigating the system, however having everything done ahead of time will greatly expedite the process as we transition to the new system. CIDnet recommends using Google Chrome as their system is not compatible with most other web browsers.

All of the visits are recorded and subject to monitoring. Any inappropriate behavior will result in termination of the visit and a possible suspension of visitation privileges for both the visitor and the inmate. Any criminal behavior and/or admissions may be used in a court of law.

Captain Nathan Neff
Jail Administrator

A CRIMINAL CHARGE IS MERELY AN ACCUSATION AND THE DEFENDANT IS PRESUMED INNOCENT UNTIL AND UNLESS PROVEN GUILTY.